

**MEMBER AND BENEFIT SERVICES BRANCH
PERFORMANCE MEASURES SUMMARY
4th Quarter 2007-08**

STRATEGIC GOALS

II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.

III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.

	Measure	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-1	Percent of telephone inquiries closed at initial point of contact.					

STRATEGIC GOAL

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-2	Answer before caller abandons call, due to wait time.					
B-3	The length of time the callers wait for an agent after leaving the IVR system and entering the queue.					
B-4	Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.					
B-5	Establish customer satisfaction rating.					

STRATEGIC GOAL

VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-6	Percent of service credit cost requests completed, compared to the number received.					
B-7	Percent of service credit cost requests completed within 90 days of receipt.					
B-8	Percent of service credit elections completed, compared to the number received.					
B-9	Percent of service credit elections processed within 30 days of receipt.					
B-10	Percent of workable estimates completed within 5 days of receipt.					
B-11	Percent of workable estimates completed within 30 days of receipt.					

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V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

VI. Administer pension benefit services in a customer oriented and cost effective manner.

	Measures	Q4 07	Q1 08	Q2 08	Q3 08	Q4 08
B-12	<i>Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.</i>	●	●	●	●	●
B-13	<i>Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.</i>	●	●	●	●	●
B-14	<i>Percent of pre-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	●
B-15	<i>Percent of post-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	●
B-16	<i>Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.</i>	●	●	●	●	●
B-17	<i>Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of application.</i>	●	●	●	●	●
B-18	<i>Percent of first disability payment made within 30 days of effective date or approval.</i>	●	●	●	●	●